

## MEMORANDUM FOR RECORD

SUBJECT: DDEAMC Patient Advisory Council Meeting, 23 September 2015

EXSUM: The second meeting of the newly reconstituted council met on 23 Sep 15, 1300-1400 hours, in the classroom of Ike's Café. The below listed categories were represented. The Acting Commander gave brief welcome remarks. Updates were provided on issues raised at the June meeting: status of new and inbound providers; status of upgrade and replacement of the inpatient nurse call system; status of addressing malfunction of patient telephone system. One member reported success with the registration process for Relay Health, and the ability to request a prescription refill. One member reported some difficulty, but ultimate success, with reactivating an expired authorization for specialty care referral. One member raised an issue worked at this year's AFAP conference: possible trend in delaying specialty consults by the PCM. CLINOPS will staff with clinical departments, to develop broad inclusion and exclusion criteria for specialty care consults/referrals. Group discussed ways to increase awareness of TRICARE On-line and Relay Health as alternate means to access care and health advice. The new ACS Family Orientation, Family Readiness Group (FRG) meetings, and Retiree Council meetings, are some venues to be explored. Members are agreeable to using email for continued dialogue, and to give input as needed.

One retiree participant suggested that the participation could be improved if the group was led by the MTF Commander, as it had been in the past.

Afterwards, one of the participants commented that they had noted poor telephone courtesy on two different calls to the MTF clinics and one to the MTF information desk. They noted that they had received very courteous treatment at the appointment call line. The participant asked that this item be reemphasized throughout the MTF by the Commander.

### Attendees:

2 Retirees  
2 Family Members  
LIP, Primary Care  
LIP, Inpatient Services  
Primary Care Practice Manager  
Inpatient Services Nurse Manager  
Emergency Department Nurse Manager  
Pharmacy Manager  
Facilities Manager  
Patient Advocate  
Patient Experience Officer  
Managed Care Rep  
Clinical Support Rep

25 September 2015